



**State of New Hampshire**  
**DEPARTMENT OF ADMINISTRATIVE SERVICES**  
**OFFICE OF THE COMMISSIONER**  
State House Annex • Room 120  
25 Capitol Street  
Concord, New Hampshire 03301

**DONALD S. HILL**  
Commissioner  
(603) 271-3201

September 23, 2003

Dear State of NH Employees:

Beginning on October 1, 2003, CIGNA HealthCare of New Hampshire, Inc. will administer the State of New Hampshire Employee Benefits Plan. Over the past several weeks, we have been working with CIGNA HealthCare as well as Anthem Blue Cross Blue Shield and Choicelinx Corporation to ensure the transition to CIGNA is seamless and without disruption in service to you or your covered family members. Following are some important points you'll want to keep in mind as we approach October 1, 2003:

- The medical benefits you will enjoy under your new CIGNA HealthCare Plan are the same...***your coverage will not change.***
- You will automatically be enrolled in the same type of plan that you and your covered family members were participating in while covered by Anthem, either the Active HMO/POS or the Retiree plans.
- You will receive a package from CIGNA during the next week. The package will include a Summary of Benefits, temporary ID cards, and information on the CIGNA provider network. Please be assured that you will receive your temporary CIGNA ID in the next week to ensure that the transition to CIGNA HealthCare is seamless and without any disruption of service.
- The CIGNA HealthCare network of providers is very extensive and provides access to all 26 hospitals in the State. Additionally, the State has made arrangements with CIGNA that, in the event your current primary care provider is not included in the CIGNA network, CIGNA will make every attempt to contract with that provider and add them to the network.

CIGNA HealthCare is very pleased to be working with us and is committed to making your experience a positive one. If you have any questions about your benefit, or the services offered to you by CIGNA, please call the number listed on the temporary ID card included in the package you will receive from CIGNA. Thank you.

Sincerely,

A handwritten signature in black ink that reads "Donald S. Hill".

Donald Hill  
Commissioner